REMARKS

Claims 1-17 are pending in this application. Claims 1, 8, and 15-17 are independent claims. Claims 2-7 and 9-14 are dependent claims.

Claims 1-17 have been rejected. Amendments to claims 1, 8, and 15-17 are presented herein. Claims 18-24 are newly added in this response. No new matter is being presented, and approval and entry are respectfully requested.

Rejections Under 35 U.S.C. § 103(a)

In item 5 on pages 4-10 of the Office Action, the Examiner rejected claims 1-17 under 35 U.S.C. § 103(a) as being unpatentable over Angotti et al. (U.S. Patent No. 6,182,059). Applicants respectfully traverse these rejections for the reasons presented below.

Claim 1 recites, as amended, "service request production means for producing service information request data, in a predetermined form for one of a plurality of external processing systems that are external to the business support system and that have different protocols, in response to a request of a user from a terminal apparatus used by the user, the terminal apparatus being one of a plurality of different communication means; data form conversion means for converting the form of the service information request data produced by the service request production means into a form that can be processed by the external processing system and also for converting service information provided from the external processing system ..."

On page 3 of the Office Action, the Examiner stated that "Applicant's claims do not specify what the 'external processing systems' are external to." Claim 1 has been amended to specify that the external processing systems are external to the business support system.

On page 3 of the Office Action, the Examiner also stated that "[s]ince the 'automatic message interpreting and routing system' is separate from the inbox, which is also separate from the Rule Base and the outbox, it can reasonably be interpreted that all separate system elements are 'external' to one another."

However, as shown in Fig. 1 of the Angotti reference, the automatic message interpreting and routing system 1 includes all elements shown in Fig. 1. Thus, the automatic message interpreting and routing system 1, the outbox 26, and the Rule Base 35 are not all external to one another. In contrast, as shown in Fig. 3 of the present application, the external

processing systems 200, 300, and 400 of the present invention are external to the business support system 100. Thus, Angotti merely controls transfer of a received message, while the present invention collects data necessary for a requested process from an external system.

Also, claim 1 recites "data form conversion means for converting the form of the service information request data ... into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to the service information request data ..." Even assuming, *arguendo*, that the automatic message reader 30 of Angotti, which contains the Rule Base 35, corresponds to the business support system 100 of the present invention, no service information is provided from an external processing system to the automatic message reader 30 in Angotti. Also, neither the inbox 22 nor the outbox 26 of Angotti are processing systems. Rather, both the inbox 22 and the outbox 26 of Angotti merely store e-mail messages.

Further, the domain server 10 and the local server 20 of Angotti merely route the e-mail messages and do not provide service information in response to service information request data, as specified in claim 1.

Independent claim 8 recites language similar to that of claim 1.

Independent claims 15-17 recite features not taught or suggested by the cited reference, as shown below.

Claim 15 recites, as amended, a "business support system connecting to one or more external processing systems that are external to the business support system and have different protocols and to a plurality of terminal apparatuses used by users, and providing information to a user in response to a request from the user, the system comprising: ... access routine activating means for referring to item definitions relating the plurality of data items to corresponding data access routines, each data access routine issuing a data item request to obtain the contents of the one of the data items from the external processing system storing the contents, and for activating the data access routine corresponding to the one of the data items of the user information requested by the data request means; data item request protocol converting means for converting the data item request, issued by the data access routine activated by the access routine activating means, into a protocol used for data exchange between the external processing system receiving the data item request and the terminal apparatus of the user, ..."

Claim 16 recites, as amended, language similar to that of claim 15.

Claim 17 recites, as amended, a "business support system comprising: service request production means for producing service information request data in a predetermined form for an external processing system that is external to the business support system in response to a request of a user from a terminal apparatus used by the user, ...; data form conversion means for converting the form of the service information request data produced by the service request production means into a form that can be processed by the external processing system and also for converting service information provided from the external processing system in response to the service information request data into the predetermined form ..."

In addition claim 17 recites "sales campaign monitoring means for monitoring the effectiveness of a sales campaign based on the service information provided to users; service information determining means for deciding which type of service information should be provided to users depending on the effectiveness of the monitored sales campaign; and service channel determining means for determining a providing means for providing service information to the users depending on the success rate of the monitored sales campaign."

Thus, in contrast to the present invention, Angotti does not disclose that data are managed in an external system and that only newly generated information, based on the data managed in the external system, exist in the data processing system, and that an effective channel and service information are dynamically adjusted based on a result of monitoring the data items requested by a user.

The dependent claims depend from the above-discussed independent claims and are patentable over the prior art for at least the reasons discussed above.

Therefore, Applicants submit that claims 1-17 patentably distinguish over the prior art. Accordingly, Applicants respectfully request reconsideration and withdrawal of the rejections under § 103.

New Claims

Claims 18-24 are newly added with this response to alternatively define the present invention.

Claim 18 recites a "data processing system connecting to one or more external processing systems that are external to the data processing system ..., and to a plurality of terminal apparatuses used by users, ... the data access routines issuing data item requests to obtain the data items from the external processing system that stores the data items; ... a data item request protocol converting part respectively converting the data item requests issued by the data access routines into a protocol used by the external processing system receiving the data item requests; ... an information sending part respectively sending information corresponding to the data item requests to the terminal apparatuses of the users, the information generated based on the data items sent from the external processing system; a monitoring part monitoring the data items requested by each user; and a determining part determining information to be provided to each user depending on an output of the monitoring part."

These features are not taught or suggested by the cited reference. Claims 19-24 depend directly or indirectly from claim 18 and should be allowable for at least the reasons described above.

Thus, Applicants submit claims 18-24 patentably distinguish over the prior art. Accordingly, Applicants respectfully request allowance of the new claims.

Conclusion

In accordance with the foregoing, it is respectfully submitted that all outstanding rejections have been overcome and/or rendered moot, and further, that all pending claims patentably distinguish over the prior art. Thus, there being no further outstanding rejections, the application is submitted to be in condition for allowance, which action is earnestly solicited.

If there are any formal matters remaining after this response, the Examiner is requested to telephone the undersigned to attend to these matters.

Finally, if there are any additional fees associated with filing of this response, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

STAAS & HALSEY LLP

Date: _11/24/03_   By: _C. Joan Gilsdorf_
                                    Christine Joan Gilsdorf
                                    Registration No. 43,635

1201 New York Avenue, NW, Suite 700
Washington, D.C. 20005
Telephone: (202) 434-1500
Facsimile: (202) 434-1501